**CALIFORNIA
DEPARTMENT OF CHILD SUPPORT SERVICES**
Quick Reference Guide (QRG)

Releasing Suspended Collections

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Introduction

This QRG should be used when working suspended collections.

CSE suspends any logical collection that cannot be positively identified to a participant or does not contain enough information for allocation. Collections may also be suspended due to an allocation hold or forced into suspense during the adjustment process. Some suspense reasons require an adjustment to a logical or physical collection to release the collection. Refer to the *Adjusting Allocation and Case Distribution Results* QRG for more information.

For a list of Suspense Reasons, please refer to the "Suspended Collection Reports – Suspense Reason Abbreviations" table in the System User Manual (SUM). *Table 1* in this document lists suspense reasons and ways to release collections. It also identifies the situations in which CSE automatically releases suspended collections.

The SDU is responsible for working collections suspended for SDU Suspense. In addition, the SDU is also responsible for resolving collections suspended for the following reasons: Insufficient Information – Missing Non IV-D Case Number, Insufficient Information – No Eligible Case to Allocate (Non IV-D only), Invalid Third Party Payee, and Unidentified. If the SDU cannot resolve the suspense reason, the "Non SDU Work Load" Check Box on the "Logical Collection Detail" Page will be checked and DCSS becomes the responsible entity for the collection. The "Logical Collection Detail" Page contains a "Prevent Logical Refund" Check Box. If checked, the collection cannot be refunded. This information is applied to the associated physical collection also.

To prevent a suspended collection from being refunded: (1) Click the "Prevent Logical Refund" Check Box; enter a comment; and click the "Save" Button.

Note: Suspended physical collections are the responsibility of the SDU and are not discussed in this QRG.

IMPORTANT: If the Date of Collection is prior to an LCSAs transition, you should be aware of potential issues with arrears interest and welfare disregards. Refer to the *Creating and Updating Case Accounts* QRG for information on updating case balances before releasing the collection.

This QRG includes the following procedures:

- Viewing and Assigning Suspended Collections to a User — Follow this procedure if you need to assign suspended collections to yourself or, if authorized, other users.

- Changing Responsible Entity — Follow this procedure if you need to change the designated responsible entity for a suspended collection.

- Adding or Changing an Identified Participant — Follow this procedure if you need to add a participant to an unidentified collection or change the identified participant to an owing party.

- Releasing a Suspended Collection to Standard Allocation — Follow this procedure if you need to release a suspended collection to standard allocation.

- Releasing a Suspended Collection using Non-Standard Instructions — Follow this procedure if you need to release a suspended collection and add non-standard allocation and/or distribution instructions.

- Refunding a Suspended Collection — Follow this procedure if you determine a suspended collection should be refunded.

Viewing and Assigning Suspended Collections to a User

Starting Conditions and Notes

- To avoid duplication of effort, the first step in working a suspended collection is assigning it to oneself. After assigning the collection to yourself, you should resolve the suspense as soon as possible. If you need to work a suspended collection assigned to another user, you should attempt to contact the other user before re-assigning the collection to yourself.

- If necessary, you can unassign a collection that is assigned to you. Follow the same steps below, but click the "Unassign" Button instead of the "Assign To User" Button.

- If a collection is assigned to you, but belongs to another county, you should unassign yourself from the collection and change the Responsible Entity.

- When searching for suspended collections, the "Date Range" Field is required and limits you to a thirty day period.

Page Navigation

CSE Procedure

Step	Actions
1. Access the Suspended Collections List	- Click the "Financial" Global Navigational Tab. - On the **"Logical Collection Search" Page**, click the "Suspended Collections List" Detail Hyperlink. - On the **"Suspended Collections List" Page**, enter search criteria and click the "View" Button. - For a list of suspended collections with your agency designated as responsible entity, select "Assigned To Entity, Suspense Reason, Date of Collection" as your search criteria. - For a list of suspended collections assigned to you (for the purpose of viewing your workload or unassigning collections), select "Assigned To, Date of Collection" as your search criteria.

Step	Actions
2. Select Collections to Assign	- The "Assign Collection(s) To User" Section defaults to the user currently logged in. Authorized users can perform a pullback search for another user, if necessary. - Click the check box(es) for the collection(s) you wish to assign. - Click the "Assign To User" Button. - If you are unassigning a previously assigned collection, click the "Unassign" Button.
3. Automated System Actions	CSE assigns the suspended collection to the user.

Changing Responsible Entity

Starting Conditions and Notes

- If the suspended collection belongs to a single LCSA (for example, the NCP's cases are all in the same county), that LCSA is designated as responsible entity. When a collection affects multiple LCSAs, DCSS is assigned as the responsible entity until a CFW-D designates an LCSA as responsible entity based on DCSS business rules and workload balancing.

- Any authorized user can work a suspended collection, even if their agency is not the responsible entity. However, you should contact the other agency to inform them of any action taken.

Page Navigation

CSE Procedure

Step	Actions
1. Access a Suspended Collection	- Click the "Financial" Global Navigational Tab. - On the **"Logical Collection Search" Page**, click the "Suspended Collections List" Detail Hyperlink. - On the **"Suspended Collections List" Page**, enter search criteria and click the "View" Button. - Click a Collection ID Hyperlink.
2. Designate Responsible Entity	- On the **"Logical Collection Detail" Page**, select an agency in the "Responsible Entity" Drop List. - Enter a comment in the "Comments" Field and click the "Save" Button. **Note:** Clicking the "Save" Button will not release the suspended collection. **IMPORTANT:** Clicking the "Save and Release" Button will release the suspended collection. Upon completion of this action, you are directed back to the "Logical Collection Detail" Page with an informational message stating that "page is locked while batch process is in progress". However, **only** the specific logical collection selected is locked. All other logical collections associated to the same physical are unlocked. Refreshing the page will update the batch process status.

Step	Actions
3. Automated System Actions	• CSE associates the suspended collection to the agency selected. • CSE saves the comment entered to the "Collection Comments List" Page

Adding or Changing an Identified Participant

Starting Conditions and Notes

- A logical collection is identified to an incorrect owing party, or suspended for one of the following reasons:

    - Identified – Non-Owing Party
    - Unidentified

- These suspended collections are worked by CFW-Ds if the SDU sets the "Non SDU Work Load" Check Box. They can also be worked by a CFW-L as a result of research or customer inquiry.

- *Table 3* illustrates the data CSE uses to identify a collection to a participant.

Page Navigation

CSE Procedure

You must first search for and select a suspended collection.

Step	Actions
1. Access a Suspended Collection	- Click the "Financial" Global Navigational Tab. - On the **"Logical Collection Search" Page**, click the "Suspended Collections List" Detail Hyperlink. - On the **"Suspended Collections List" Page**, enter search criteria and click the "View" Button. - Click a Collection ID Hyperlink.

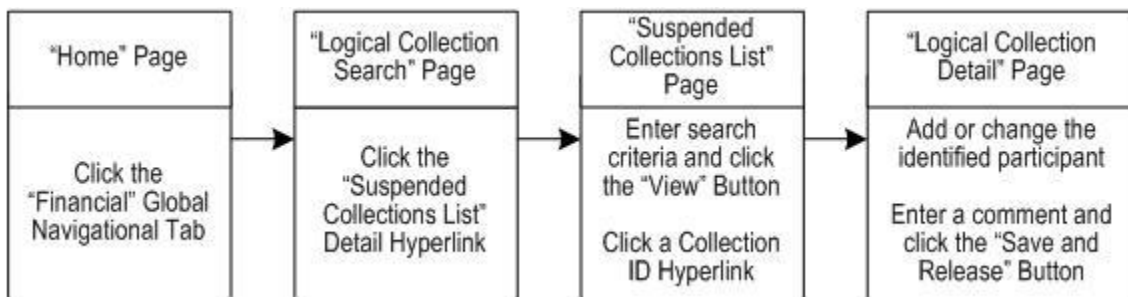| Step	Actions
2. Identify the Collection to the Correct Owing Party	• On the **"Logical Collection Detail" Page**, if the suspended collection is unidentified, click the "Select" Hyperlink to perform a pullback search for a participant. o **Note:** If the suspended collection is identified to the wrong person (for example, the collection is identified to a non-owing party or the wrong owing party), click the "Remove" Hyperlink. The page refreshes with no identified participant and the "Select" Hyperlink displays. Then click the "Select" Hyperlink to perform a pullback search for the correct participant. • Enter a comment in the "Comments" Field and click the "Save and Release" Button to release the collection to standard allocation. Upon completion of this action, you are directed back to the "Logical Collection Detail" Page with an informational message stating that "page is locked while batch process is in progress". However, **only** the specific logical collection selected is locked. All other logical collections associated to the same physical are unlocked. Refreshing the page will update the batch process status. o **Note:** To identify the collection without releasing to standard allocation, click the "Save" Button instead. o **Note:** To release the collection to non-standard allocation, refer to the *Releasing a Suspended Collection using Non-Standard Instructions* Section beginning at Step 2.
3. Automated System Actions	• Allocates the collection using standard allocation and the original date of collection. • CSE saves the comment entered to the "Collection Comments List" Page.

Releasing a Suspended Collection to Standard Allocation

Starting Conditions and Notes

- Use standard allocation to release a logical collection suspended for the following reasons:

  - Allocation Hold

    Note: An allocation hold may have been used specifically to prevent standard allocation of a collection. In most instances, non-standard allocation instructions should be used to release collections suspended due to an allocation hold.

  - Insufficient Information – Employer Allocation Not Verified

  - User-Initiated Suspense

- For a list of Suspense Reasons, please refer to the "Suspended Collection Reports – Suspense Reason Abbreviations" table in the SUM. Refer to *Table 1* in this document for more information on suspense reasons and ways to release them.

- CSE uses the date of collection as the effective date when allocating a collection. Therefore, if a collection is suspended because an enforcement action did not exist for the case (such as wage assignment) and the enforcement action is later added, releasing the collection to standard allocation will cause the collection to be suspended again. In this situation, you should use non-standard instructions to release the collection.

- **IMPORTANT:** If the Date of Collection is prior to an LCSAs transition, you should be aware of potential issues with arrears interest and welfare disregards. Refer to the *Creating and Updating Case Accounts* QRG for information on updating case balances before releasing the collection.

Page Navigation

"Home" Page	"Logical Collection Search" Page	"Suspended Collections List" Page	"Logical Collection Detail" Page
Click the "Financial" Global Navigational Tab	Click the "Suspended Collections List" Detail Hyperlink	Enter search criteria and click the "View" Button Click a Collection ID Hyperlink	Enter a comment and click the "Save and Release" Button

CSE Procedure

You must first search for and select a suspended collection.

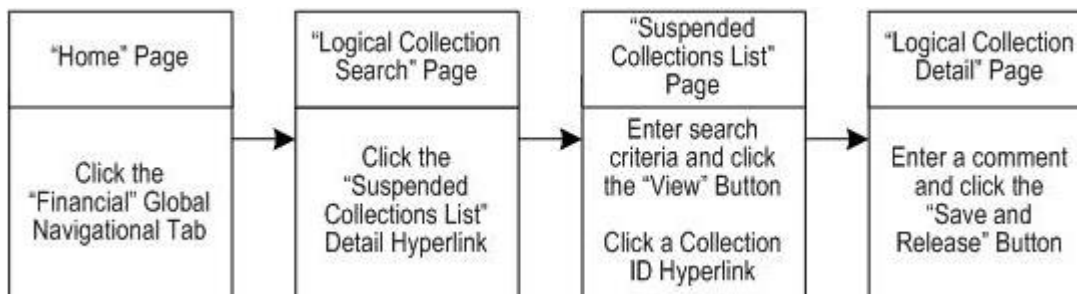| Step	Actions
1. Access a Suspended Collection	- Click the "Financial" Global Navigational Tab. - On the **"Logical Collection Search" Page**, click the "Suspended Collections List" Detail Hyperlink. - On the **"Suspended Collections List" Page**, enter search criteria and click the "View" Button. - Click a Collection ID Hyperlink.
2. Release Collection to Standard Allocation	On the **"Logical Collection Detail" Page**, enter a comment in the "Comments" Field and click the "Save and Release" Button to release the collection to standard allocation. Upon completion of this action, you are directed back to the "Logical Collection Detail" Page with an informational message stating that "page is locked while batch process is in progress". However, **only** the specific logical collection selected is locked. All other logical collections associated to the same physical are unlocked. Refreshing the page will update the batch process status.
3. Automated System Actions	- CSE allocates the collection using standard allocation and the original date of collection. - CSE saves the comment entered to the "Collection Comments List" Page.

Releasing a Suspended Collection using Non-Standard Instructions

Starting Conditions and Notes

- Use non-standard allocation to release a logical collection suspended for the following reasons:

  - Allocation Hold
  - Conversion Undistributed Collections (UDC)
  - Insufficient Information – Employer Allocation Not Verified
  - Insufficient Information – Missing Non IV-D Case Number

  - Insufficient Information – No Eligible Case to Allocate
  - Insufficient Information – Voluntary Payment
  - Invalid Allocation Results
  - Single Case Rule – Multiple Cases Identified
  - User-Initiated Suspense

- For a list of Suspense Reasons, please refer to the "Suspended Collection Reports – Suspense Reason Abbreviations" table in the SUM. Refer to *Table 1* in this document for more information on suspense reasons and ways to release them.

- Non-standard instructions may be used to release a collection suspended as Interstate Refund, if the collection is not a confirmed interstate refund but an interstate collection intended for an initiating interstate case. Refer to *Table 2*.

- You can release a suspended collection using non-standard allocation, non-standard distribution, or both. However, balance regeneration ignores non-standard distribution instructions and re-distributes a collection based on the information in CSE at the time of the balance regeneration. Therefore, you should always correct underlying data problems and use standard distribution for a collection.

- If the NCP has cases in another LCSA, you should contact a CFW at that LCSA prior to entering non-standard instructions.

- **IMPORTANT:** If the Date of Collection is prior to an LCSAs transition, you should be aware of potential issues with arrears interest and welfare disregards. Refer to the *Creating and Updating Case Accounts* QRG for information on updating case balances before releasing the collection.

Page Navigation

"Suspended Collections List" Page	"Logical Collection Detail" Page	"Non-Standard Distribution Detail" Page	"Non-Standard Distribution Within A Case Detail" Page	"Non-Standard Distribution Detail" Page
Enter search criteria and click the "View" Button Click a Collection ID Hyperlink	Click the "Provide Non-Standard Instructions" Button	Enter non-standard allocation instructions Click the "Standard" Hyperlink to provide non-standard distribution instructions	Enter non-standard distribution instructions Click the "OK" Button	Select a reason, enter a comment, and click the "Save" Button

CSE Procedure

You must first search for and select a suspended collection.
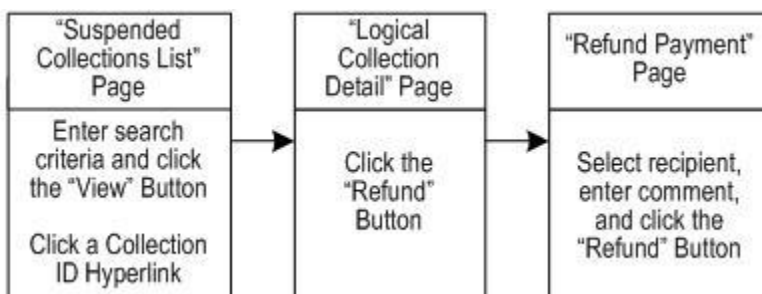
Step	Actions
1. Access a Suspended Collection	• On the **"Suspended Collections List" Page**, enter search criteria and click the "View" Button. • Click a Collection ID Hyperlink.

2. Enter Non-Standard Allocation Instructions	• On the **"Logical Collection Detail" Page**, click the "Provide Non-Standard Instructions" Button.
	• On the **"Non-Standard Distribution Detail" Page**:
	   ○ For **non-standard allocation**, enter percentages in the "Allocation Percentage" Fields or enter amounts in the "Allocation Amount ($)" Fields. If non-standard distribution not required, proceed to Step 4.
	   ○ For **non-standard distribution**, click the "Standard" Hyperlink under the "Distribution Within A Case" Column.
	     Note: If you enter non-standard distribution instructions, this hyperlink will show "Non-Standard" when you return to the page.
	• **Note:** Prior to saving, you can click the "Restore Values/Start Over" Button to undo any non-standard instructions you have entered and see standard allocation values

3. Enter Non-Standard Distribution Instructions	• On the **"Non-Standard Distribution Within a Case Detail" Page**, enter non-standard distribution amounts in the appropriate "Amount ($)" Fields, enter a comment in the "Comments" Field, and click the "OK" Button. ○ **Note:** Balance regeneration ignores non-standard distribution instructions and re-distributes a collection based on the information in CSE at the time of the balance regeneration. Therefore, you should always correct underlying data problems and use standard distribution for a collection. • **Note:** Prior to saving, you can click the "Restore Original Values" Button to undo any non-standard instructions you have entered and see standard distribution values • **Note:** Non-standard distribution can only be used if case accounts exist.
4. Release Collection	• On the **"Non-Standard Distribution Detail" Page**, select a reason from the "Reason" Drop List, enter a comment in the "Comments" Field, and click the "Save" Button.
5. Automated System Actions	• CSE allocates the collection using the non-standard instructions provided. • CSE saves the comments entered on the "Non-Standard Distribution Detail" Page and the "Non-Standard Distribution Within a Case Detail" Page.

Refunding a Suspended Collection

Starting Conditions and Notes

- Only suspended collections can be refunded. If a collection has been processed and needs to be refunded, you must adjust the logical collection and manually suspend (suspense reason User-Initiated Suspense) during the adjustment process. Then, refund the suspended collection. Refer to the *Adjusting Allocation and Case Distribution Results* QRG for information on adjusting collections and user-initiated suspense.

- Before refunding a collection, you should;
  - Verify that the participant does not have obligations (for example, is an NCP on another case or owes receivables) in another LCSA.
  - Verify that the NCP does not have a Date of Receipt (DOR) account, if they have a collection they want to refund. If a DOR account exists, do not force a refund, but rather save and release.

- Refund disbursements are held until ten days have passed since the original date of collection to prevent refunds of unfunded collections. If you are refunding a collection that is more than ten days old, the refund disbursement is issued immediately.

- When you manually enter refund information (as opposed to pulling back an owing party or remitter), CSE saves the information you enter and creates a participant. If you are refunding a collection to someone other than the owing party or remitter, you should first do a participant search and, if the refund participant exists in CSE, pullback the information to avoid creating duplicate refund participants.

- CSE automatically refunds an overpayment when an NCP has not consented to withhold futures, or when a futures amount exceeds all expected obligations.

Page Navigation

CSE Procedure

You must first search for and select a suspended collection.

Step	Actions
1. Access a Suspended Collection	• On the **"Suspended Collections List" Page**, enter search criteria and click the "View" Button. • Click a Collection ID Hyperlink.

Step	Actions
2. Refund Collection	- On the **"Logical Collection Detail" Page**, click the "Refund" Button. - On the **"Refund Payment" Page**, select a recipient in the "Refund To" Drop List and click the "View" Button. **Note:** Selecting "Owing Party" or "Remitter" populates the "Send Refund To" Section with address information in CSE. If the address is missing (for example, collection does not include remitter address), select "Other" and enter the information manually. - Select an appropriate value in the "Remittance Advice" Drop List. **Note:** The "Additional Remittance Information" Fields are used when you select Other in the "Remittance Advice" Drop List. Information from these fields display on the remittance advice attached to the check. - Enter a comment in the "Comments" Field and click the "Refund" Button.
3. Automated System Actions	- CSE creates a refund disbursement. - The refund disbursement includes language explaining the reason for refund based on the selection in the "Remittance Advice" Drop List. Refer to *Table 4* for refund remittance language. - CSE saves the comment entered to the "Collection Comments List" Page.

Attachments

***Table 1*: Collection Suspense Reasons and Ways to Release**

Suspense Reason	Definition	Resolution
Allocation Hold	A user-placed allocation hold exists for the identified participant	▪ Release to standard allocation ▪ Provide non-standard instructions if necessary Before releasing a collection, you should access the "Allocation Hold Detail" Page to determine the reason for the hold. Refer to the *Managing Allocation, Account, and Disbursement Holds* QRG for more information. An allocation hold may have been used specifically to prevent standard allocation of a collection. In most instances, non-standard allocation instructions should be used to release collections suspended due to an allocation hold. Collections held due to an allocation hold are not automatically released when the hold end date is reached. A worker will receive a task that the allocation hold is about to expire five days before the end date is reached. **Note:** Collections suspended due to an allocation hold can also be released from the "Allocation Hold Detail" Page.
Conversion Undistributed Collections (UDC)	Logical collection was suspended or on hold in ARS or CASES at time of conversion	▪ Use non-standard instructions to allocate to correct case Converted UDC collections have the original date of collection, but are assigned a new logical collection number at the time of an LCSA's conversion. The original logical collection number and the legacy system receipt number can be viewed on the "Collection Comments List" Page by selecting Physical and Logical from the "Collection Comments Type" Drop List.
Identified – Non-Owing Party	Logical collection is identified to a participant who is not an owing party	▪ Identify logical collection to an NCP ▪ Adjust physical collection if payment source should be CP Repayment of Overpayment ▪ Refund collection if non-owing party CSE will automatically release the collection if the participant becomes an owing party.

Suspense Reason	Definition	Resolution
Insufficient Information – Employer Allocation Not Verified	Employer provided a Non IV-D case number with a collection for an NCP with both IV-D and Non IV-D cases with wage assignments and the employer allocation has not been indicated as verified	- If employer allocation to Non IV-D case is correct, set Employer Allocation Verified indicator on "Case Overview" Page and release collection to standard allocation - If employer allocation not correct, use non-standard instructions to release collection
Insufficient Information – Missing Non IV-D Case Number	A Non IV-D case number was not provided with a collection and the NCP has multiple Non IV-D cases with wage assignments	- Use non-standard instructions to allocate to case(s) specified by employer - Refund Non IV-D collection if not an employer wage assignment payment CSE will automatically release the collection if the SDU sends an update to the logical collection that includes the Non IV-D case number.
Insufficient Information – No Eligible Case to Allocate	If IV-D, no eligible case found for the participant If Non IV-D, identified NCP or case has no active wage assignment	- Use non-standard instructions to allocate to correct case(s) - Adjust physical collection if payment source is incorrect - Refund Non IV-D collection if not an employer payment CSE will automatically release the collection if updated enforcement action is added and a case becomes eligible for standard allocation. To be eligible for allocation, a case must have the relevant enforcement action active as of the date of collection. Refer to *Table 5* for more information.
Insufficient Information – No Eligible CP Case to Allocate	Payment source is CP Repayment of Overpayment and no CP receivables exist Or, CP receivables exist, but CP is also an NCP on another case	- If no CP receivable exists and CP is an NCP on another case, adjust physical collection to change payment source to NCP Regular Payment - Refund collection if no CP receivable exists in CSE **Note:** DOR Receivables cannot be repaid voluntarily. If the only existing CP receivable is a DOR Receivable, proceed as though no CP receivable exists.

Suspense Reason	Definition	Resolution
Insufficient Information – Voluntary Payment	All of the following conditions are met: 1. Payment source is NCP Regular Payment or Voluntary Military Allotment 2. NCP has at least one case either (a) without a support order, or (b) with a pending support order 3. NCP has no cases with active support orders	▪ Use non-standard instructions to allocate to correct case **Note:** The collection will be allocated to a voluntary account created automatically by CSE in the amount of the collection. If welfare information exists in CSE, the payment will be distributed to recoupment, issuing a disregard as appropriate. If welfare information is not yet entered in CSE, the payment will be distributed to the CP. Subsequent voluntary payments will be automatically applied to the case. **IMPORTANT:** Once an active order is entered, the worker must manually adjust the collection(s) to apply them to the court ordered obligations.
Interstate Refund	Payment source is Interstate Collection and California is the responding jurisdiction **Note:** CSE generates an action needed task (FM004 Review Suspended Interstate Collection) to review the suspended collection	Refer to *Table 2* for more information on processing interstate refunds.
Invalid Allocation Results	CSE attempts to allocate but statewide allocation results do not equal the amount of logical collection so the collection is placed in suspense Collection is backed out for manual allocation	▪ Manually calculate the correct allocation and use non-standard instructions to allocate collection
Invalid Third Party Payee	Logical collection is missing a third party payee indicator or third party payee participant number, or either is invalid (Non IV-D only)	▪ Adjust physical collection to add valid third party payee information to logical collection CSE will automatically release the collection if updated third party payee information is sent from the SDU.
IRS Negative Adjustment – Excess Negative Adjustment	Amount of negative adjustment is greater than sum of IRS collections for tax year specified	Refer to the *Processing IRS Negative Adjustments* QRG for information on releasing these items from suspense.

Suspense Reason	Definition	Resolution
IRS Negative Adjustment – No Intercept Collection Found	No IRS collections exist in the CCSAS CSE System for participant for tax year specified	Refer to the *Processing IRS Negative Adjustments* QRG for information on releasing these items from suspense.
IRS Negative Adjustment – No Participant Found	Negative adjustment cannot be identified to any participant	Refer to the *Processing IRS Negative Adjustments* QRG for information on releasing these items from suspense.
Local Payment Discrepancy	Local payment identifier on the logical collection did not match to a local payment record, amount of the logical collection did not match the amount of the local payment, or the identified participant of the logical collection does not match the participant on the local payment	▪ Edit local payment information to match SDU logical collection ▪ Adjust physical collection to match local payment information
SDU Suspense	Physical collection is missing payment source, physical and logical collection amounts do not reconcile, or collection has an invalid SDU received date	These collections should only be worked by the SDU.
Single Case Rule – Multiple Cases Identified	Payment source uses allocation rule 1 (single case) but court order information pertains to multiple IV-D cases	▪ Use non-standard instructions to allocate to correct case
Unidentified	Logical collection cannot be identified to one and only one participant **Note:** Refer to *Table 3* for information on how CSE identifies collections	▪ Perform a pullback search for participant on the "Logical Collection Detail" Page and release to standard allocation or provide non-standard instructions ▪ Refund collection if it cannot be identified to a participant CSE will automatically release the collection if the SDU sends an update to the logical collection that includes a participant identifier. **Note:** If a collection remains unidentified for two years, it will escheat to the State General Fund.
User-Initiated Suspense	Logical collection manually suspended during an adjustment	▪ Release collection to standard allocation ▪ Provide non-standard instructions if necessary ▪ Refund collection if necessary

Table 2: **Interstate Refunds**

CSE suspends a collection as Interstate Refund when the payment source is Interstate Collection and the identified case is responding interstate. You must research the collection (on the SDU CE and/or by contacting the other state) to determine if it is a confirmed refund or not.

In the instance of a confirmed refund, you must find the original logical collection sent to the other state and perform an adjustment to back out the refunded portion. Reapply the correct amount applied to the interstate case and apply the amount of the refund to another case or refund to the NCP as appropriate. Because the adjustment automatically creates a receivable against the interstate CP, you must adjust the interstate refund to change payment source to CP Repayment of Overpayment, change identified participant to CP, and satisfy the unnecessary receivable.

You should also update the case balances based on information received from the other state to prevent future interstate refunds.

Scenario	Process
Not a refund – interstate collection for initiating interstate case	Use non-standard instructions to allocate to initiating interstate case.
Not a refund – other state refunded money in error	Refund collection to other state's SDU.
Confirmed refund – NCP has other eligible case(s) for allocation **Note:** This can include other cases, or other obligations on the same case (for example, welfare arrears)	1. Adjust original logical collection. Use non-standard instructions to allocate refunded amount to other case(s) and allocate correct amount to interstate case. 2. Perform physical collection adjustment on suspended collection. Change payment source to CP Repayment of Overpayment and change identified participant to CP on interstate case. Reapply collection to interstate case to satisfy CP receivable created in Step 1.
Confirmed refund – NCP has no other obligation	1. Perform physical collection adjustment on original collection to split logical collection in two – one for amount allocated to interstate case, one for amount of refund. Reapply first logical collection to interstate case. Suspend second logical collection and refund to NCP. 2. Perform physical collection adjustment on suspended collection. Change payment source to CP Repayment of Overpayment and change identified participant to CP on interstate case. Reapply collection to interstate case to satisfy CP receivable created in Step 1.

Table 3: CSE Identification of Collections

This table shows the order in which CSE attempts to identify a collection using at least two data elements captured by the SDU and included with the logical collection information.

	CSE Participant Number	CSE Case Number	County/ Legacy Case Number	County/ Legacy Participant Number	Court Order Number	First Seven Characters of Owing Party's Last Name	Bank Account or Routing Number	Owing Party's SSN or Alien Number
1	X	X						
2	X		X					
3	X			X				
4	X				X			
5	X					X		
6	X						X	
7	X							X
8		X	X					
9		X		X				
10		X			X			
11		X				X		
12		X					X	
13		X						X
14			X	X				
15			X		X			
16			X			X		
17			X				X	
18			X					X
19				X	X			
20				X		X		
21				X			X	
22				X				X
23					X	X		
24					X		X	
25					X			X
26						X	X	
27						X		X
28							X	X

Table 4: **Remittance Advice for Refund Disbursements**

Remittance Advice	Refund Disbursement Statement
Account Paid in Full	According to our records, your support obligations are paid in full or you have remitted monies on a closed case. The payment you have made is being refunded to you. Do not send further payment.
Ineligible for Futures	You are being refunded for this money we received on your behalf, which is above the amount you owed for the month. This does not exempt you from making future child support payments.
Intercept Refund	This payment is a refund for money paid on your behalf. A letter of explanation will be mailed to your separately.
Misdirected Payment	Your payment could not be applied because we either do not have a record of a support account for you or your payment has been misdirected.
No Record of Account	Your payment could not be applied because we either do not have a record of a support account for you or your payment has been misdirected.
Non IV-D, Direct/Personal Payment	The payment was a personal child support payment sent to the State disbursement Unit from you. We can only accept child support payments from your employer.
Other	This payment is a refund for money paid on your behalf. A letter of explanation will be mailed to you separately.
Overpayment	You are being refunded for this money we received on your behalf, which is above the amount you owed for the month. This does not exempt you from making future child support payments.

Table 5: **Information Needed to Prevent Insufficient Information – No Eligible Case to Allocate Suspense**

CSE suspends a collection with the reason Insufficient Information – No Eligible Case to Allocate when it cannot determine if any of the NCP's cases are eligible to receive a portion of the payment. Collections suspended for this reason must be released using non-standard allocation instructions. The information in this table can be used to prevent future collections from suspending for the same reason.

Payment Source	Information Needed to Allocate
California State Lottery Intercept	"Participant Enforcement Overview" Page shows FTB Arrears Amount greater than $0 and Last Submission Date prior to date of collection[1]

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[1] If Last Submission Date is not prior to date of collection, search the Combined Log for Participant prior submissions.

Payment Source	Information Needed to Allocate
Claim Against Bankruptcy Protection Plan	FS-B10 Bankruptcy – Proof of Claim generated (verified by searching Combined Log for Case Document/Notices or searching Document Images)
FMS-Administrative Offset FMS-IRS Tax Intercept	"Participant Enforcement Overview" Page shows IRS Administrative Non-TANF Amount or IRS Administrative TANF Amount greater than $0 and Last Submission Date prior to date of collection
FTB-California State Tax Intercept	"Participant Enforcement Overview" Page shows FTB Arrears Amount greater than $0 and Last Submission Date prior to date of collection[1]
FTB-Full Collection	"Case Enforcement Overview" Page shows FIDM Amount greater than $0 and Last Submission Date prior to collection[2]
Income Withholding Order	"Case Enforcement Overview" Page shows wage assignment with Generation Date prior to date of collection, Notification Status of Original or Amended, and Notification Type of one of the following: • Income Withholding Order/Notice For Support • Income Withholding Order/Notice For Support and National Medical Support Notice • Interstate Order/Notice to Withhold • Interstate Order/Notice to Withhold and National Medical Support Notice • DFAS • Social Security Administration Order/Notice to Withhold
Insurance Companies-CIIP Lien	FS-DCSS-0288 California Insurance Intercept Program Demand Request generated (verified by searching Combined Log for Case Document/Notices or searching Document Images)
Insurance Companies-CIIP Withholding	"Case Enforcement Overview" Page shows wage assignment with Generation Date prior to date of collection, Notification Status of Original or Amended, and Notification Type of California Insurance Intercept Program Income Withholding Order/Notice For Support
Interstate Collection	"Case Overview" Page shows CA Interstate: Initiating. If NCP has multiple initiating cases, "Collection Remittance Information" Page must contain CCSAS Case Number.
Lien on Real/Personal Property	"Case Enforcement Overview" Page shows real/personal property lien with Generation Date prior to date of collection, Notification Status of Recorded, and Notification Type of one of the following: • Abstract of Support Judgment • Notice of Support Judgment • Personal Property – Notice of Attachment • Personal Property – Notice of Judgment

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[2] If Last Submission Date is not prior to date of collection, search the Combined Log for Case DCSS FIDM Transactions to see prior FIDM submissions.

Payment Source	Information Needed to Allocate
NCP-Lien	FS-EJ-185 Notice of Lien (Attachment-Enforcement of Judgment) generated (verified by searching Combined Log for Case Document/Notices or searching Document Images)
Wage Withhold Order Ins. Payments	"Case Enforcement Overview" Page shows wage assignment with Generation Date prior to date of collection, Notification Status of Original or Amended, and Notification Type of one of the following: • Workers' Compensation Income Withholding Order/Notice For Support
Workers' Comp Lump Sum Lien	FS-ENF-068 Workers' Compensation Lien generated and filed. This can be verified by checking the box for Workers Compensation in the View Options section of the "Legal Activities List" Page for the case.
Workers' Comp of Recurring Benefits (Withholding)	"Case Enforcement Overview" Page shows wage assignment with Generation Date prior to date of collection, Notification Status of Original or Amended, and Notification Type of one of the following: • Workers' Compensation Income Withholding Order/Notice For Support
Writ of Execution	FS-ENF-048 Earnings Withholding Order (Sheriff Instructions and Writ) and FS-ENF-069 Writ of Execution generated (verified by searching Combined Log for Case Document/Notices or searching Document Images)
Writ of Execution of Lump Sum Insurance Settlement	FS-ENF-069 Writ of Execution generated (verified by searching Combined Log for Case Document/Notices or searching Document Images)

General Information

- When to contact another LCSA:

    o If you need to release a suspended collection that is assigned to another user, you must contact that user prior to releasing the collection.

    o If the suspended collection has been identified to a participant and is not assigned to a user, and another LCSA is the responsible entity, you may choose to release the collection or reassign responsible entity after contacting the other LCSA. Do not release suspended collections that have DCSS as responsible entity without contacting a CFW-D.

    o If a suspended collection is unidentified and another LCSA is designated as responsible entity, you must contact a CFW in that LCSA before identifying and releasing the collection.

- The reason a collection is suspended may be based on one or more of the following factors:

    o Identified participant's role on a case
    o Payment source and allocation rule
    o Presence or absence of a Non IV-D case number
    o Enforcement actions indicated for a case
    o Interstate status of a case

    The way(s) to release a suspended collection are driven by the reason for suspense and the factors listed above.

- CSE provides two suspended collection reports: Suspended Collections Report by DOC (COL-004) and Suspended Collections Report by Status Date (COL-005). These reports are generated for a specific suspense reason, or for all suspense reasons, and provide a statewide view of suspended collections.

    Refer to the *Reports – How Do I* SUM Topic for information on generating reports. The suspended collections reports can be accessed by searching on the "Financial" Report Category and "Summary" Report Subcategory.

Revision History

Date	Chapter	Section	Description	Reason
12/20/2007	Attachments	*Table 1*	Updated conditions under which a collection will suspend as Insufficient Information – Voluntary Payment. Emphasized that once an active order is entered that the worker will need to manually adjust each collection to apply them to accounts.	Correction
03/18/2008	Adding or Changing an Identified Participant	CSE Procedure	Described when a suspended collection is processed by clicking "Save and Release" button, a message displays stating that" page is locked while batch process is in progress".	Clarification
	Changing Responsible Entity	CSE Procedure	Described when you process collection by clicking "Save and Release" button, a message displays stating that" page is locked while batch process is in progress".	
	Interstate Refunds for Non-Transitioned LCSAs	*Table 1* Releasing a collection suspended as Interstate Refund	Described when you release collection by clicking "Save and Release" button, a message displays stating that" page is locked while batch process is in progress".	
04/24/2008	Refunding a Suspended Collection	CSE Procedure	Added new bullet about checking for a DOR account, before refunding a collection. If a DOR account exists, you should save and release the refund.	Clarification
09/11/2008	Changing Responsible Entity, Adding or Changing an Identified Participant, Releasing a Suspended Collection to Standard Allocation	CSE Procedure	Added note in Step 2 after the note "page is locked while batch process is in progress".	Clarification
	Attachments	*Table 5*	This additional note states that "only the specific logical collection selected is locked. All other logical collections associated to the same physical are unlocked. Refreshing the page will update the batch process status."	
09/11/2008	Attachments	*Table 4*	Added additional note to 2nd paragraph that, in addition to changing the payment source to CPR you must also "change identified participant to CP".	Clarification
09/30/2008	Attachments	Table *5*	Added table listing information needed in CSE to prevent collections from suspending as Insufficient Information – No Eligible Case to Allocate.	Clarification

Date	Chapter	Section	Description	Reason
12/17/2008	Introduction, Releasing a Suspended Collection to Standard Allocation, and Releasing a Suspended Collection to Non-Standard Allocation	Starting Conditions and Notes	Added the following statement: For a list of Suspense Reasons, please refer to the "Suspended Collection Reports – Suspense Reason Abbreviations" table in the SUM.	Clarification
07/14/2010	Throughout		Removed V1 Transition language	Policy Manual Implementation
07/16/2010	Throughout		Reformatted	Policy Manual Implementation
08/24/2012	Attachments	*Table 5*	Removed the word "IDB". (CSE no longer goes through IDB to perform the submissions for EDD, FMS or FTB). Changed "Case Enforcement Overview" page to "Participant Enforcement Overview" page as that is where the following payment sources will display: California State Lottery Intercept, FMS-Administrative Offset, FMS-IRS Tax Intercept and FTB-California State Tax Intercept will display. UTCSE00356806	Clarification
08/24/2012	Attachments	*Table 5*	In the Workers' Compensation Lump Sum Lien row, added the words "and filed". Then included instructions for verifying that the lien was not only generated but also filed. UTCSE00359684	Clarification
12/07/2012	Attachments	*Table 5*	In Table 5, "Information Needed to Prevent Insufficient Information – No Eligible Case to Allocate Suspense," there was an erroneous bullet tied to the payment source of "Worker's Comp of Recurring Benefits (Withholding)," which listed a California Insurance Intercept Program (CIIP) Income Withholding Order (IWO) as necessary for CSE to allocate a Worker's Compensation payment. Since a CIIP IWO is not necessary to allocate Worker's Compensation payments, the bullet was removed. UTCSE00364193	Clarification